

FORM PTO-1449

U.S. DEPARTMENT OF COMMERCE  
PATENT, AND TRADEMARK OFFICEATTY. DOCKET NO.  
AAA-003SERIAL NO.  
09/990,402INFORMATION DISCLOSURE  
STATEMENT BY APPLICANTAPPLICANT  
William K. Slate II et al.CONFIRMATION  
NO. 3669FILING DATE  
November 21, 2001GROUP  
2161

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
/EA/	6,330,551	12/11/01	Burchetta et al.			<b>RECEIVED</b>  <b>FEB 05 2002</b>  <b>Technology Center 2100</b>
↓	5,895,450	04/20/99	Sloo			
	5,668,953	09/16/97	Sloo			
↓	5,495,412	02/27/96	Thiessen			

## FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
/EA/	WO 00/68865	11/16/00	PCT	G06F	19/00	<b>RECEIVED</b> <b>AUG 18 2003</b>	

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

GROUP 3600

EXAMINER INITIAL	
/EA/	V.W. Mitchell, "Handling Consumer Complaint Information: Why and How?," Logistics Information Management, Vol. 6, No. 3, 1993, pp. 20-26.
/EA/	"Get it Straight From the Consumer," Success, Vol. 40, No. 8, October 1993, p. 41.

EXAMINER

/Evens Augustin/

DATE CONSIDERED

10/31/2007

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not conformance and not considered. Include copy of this form with next communication to applicant.